



Wave 3 Satisfaction Survey Results

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Submitted to:
Grants.gov Program Management Office

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Background and Methodology

- The purpose of the research is to measure users' satisfaction with the Grants.gov system and to assess the perceived value to their organizations.
- A ten-minute online survey (Wave 3) was administered in mid October 2004 to Grant Community members who visited Grants.gov in the prior two months. Grant making agencies were not included in this survey wave because, in total, there were too few in number to survey. They will be included in the next wave of data collection.
- The survey covered the following areas:
 - Overall satisfaction with Grants.gov
 - Satisfaction with Grants.gov attributes (e.g., navigation, look and feel, and content)
 - Usage of and satisfaction with customer support
 - Evaluation of Grants.gov compared to current grant processes
 - Organizational demographics
- Wave 3 results of the Satisfaction Survey were compared to Wave 2 conducted in late July and early August 2004, and Wave 1 conducted in April 2004.

Background & Methodology (continued)

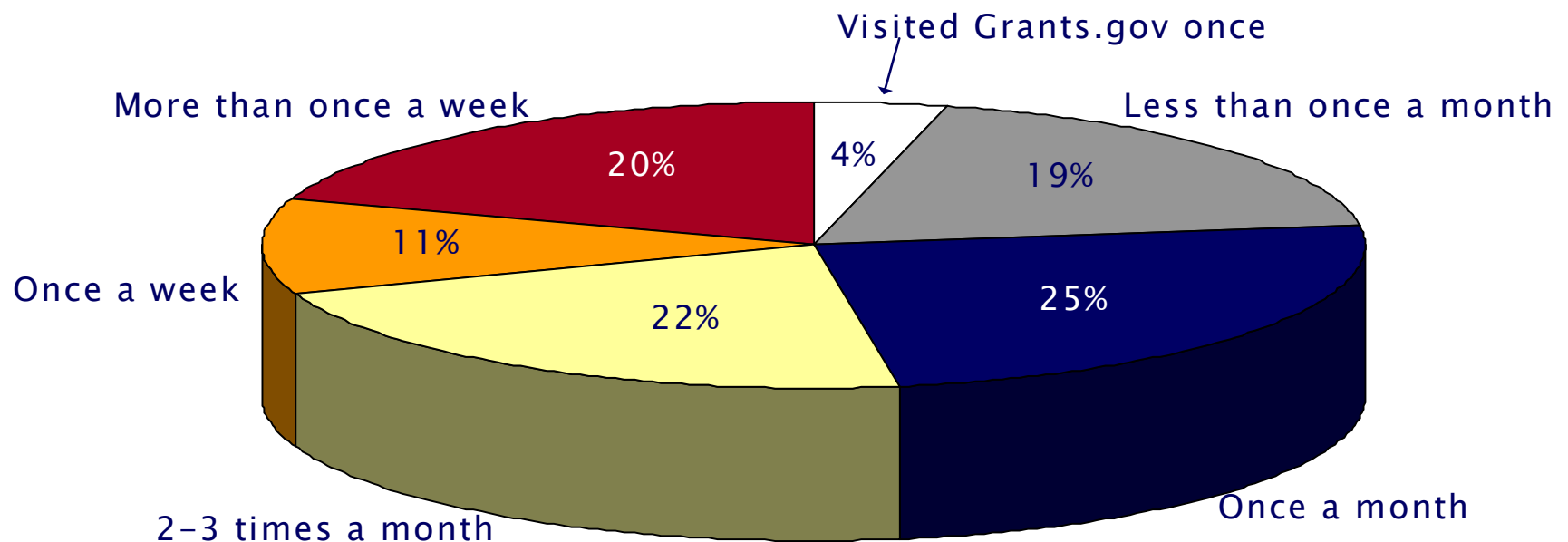
- A total of 188 online surveys were completed with Grant Community members.
- *As with all quantitative market research, every sample has a margin of error, or confidence interval. For example, if 50% of respondents have answered yes to a particular question and the confidence interval is $\pm 5\%$, it is statistically reliable to state that 45–55% of people in the identified demographic group would also say yes to the same question. Confidence intervals are 95% accurate, which is the standard confidence level in the market research industry.*
 - *For the Wave 3 Grant Community sample size of 188, the 95% confidence interval is $\pm 7\%$*
- *It is possible to make inferences from these findings, particularly if thresholds for making decisions fall within the confidence interval. For example, if an action should be taken if at least 33% answer a question in a certain way, and 40% of the Grant Community respond in that manner, action would be recommended; this is because it is highly unlikely a false conclusion would be made as a result of “sampling error.”*
- *Significant differences between Wave 3 and the previous waves are noted in graphics with a (W2) for Wave 2, and (W1) for Wave 1.*

		Sample Size	Margin of Error
Grant Community	Wave 3	188	$\pm 7\%$
	Wave 2	279	$\pm 6\%$
	Wave 1	190	$\pm 7\%$

Frequency of Visits to Grants.gov

- Nearly half of Grant Community members access Grants.gov one to three times a month.
- Three-in-ten visit the site at least once a week, with two-in-ten visiting Grants.gov more than once a week.

Frequency of Visits to Grants.gov *



* New question in Wave 3

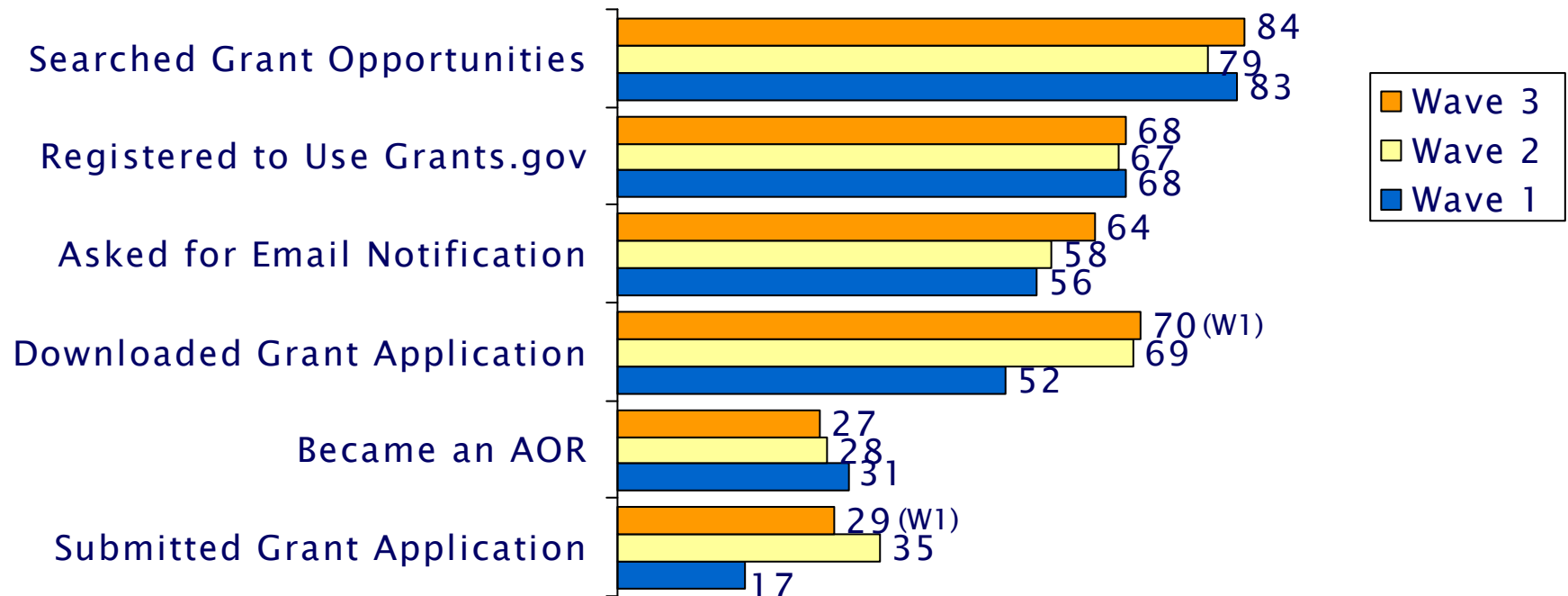
Percentages may not add up to 100 percent due to rounding.

Profile of Grant Community

- In Wave 3, activity on Grants.gov among Grant Community members remains steady.
- There are no major differences of note between Wave 3 and Wave 2 results, but activities that increased significantly in Wave 2, such as downloading and submitting grant applications, remain high in Wave 3.

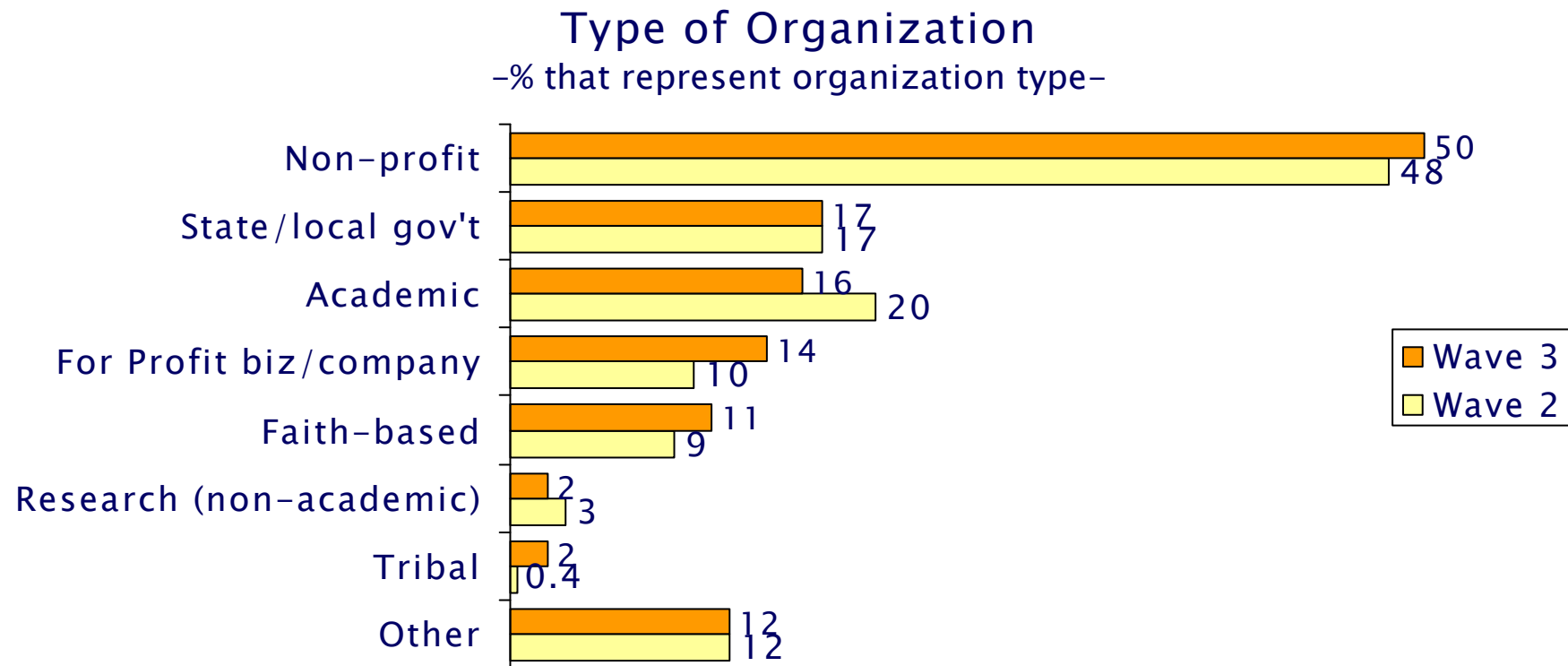
Grant Community Activities

–% that indicate completing activity–



Profile of Grant Community (continued)

- Representatives from non-profit organizations continue to be the most common users of the system among Grant Community members.
- Other types of Grant Community users include representatives from state and local governments, academic institutions, for-profit businesses, faith-based organizations, research groups, and tribal organizations.
- Grant Community members hold a variety of roles within their organization, including Project Coordinator/Manager/Director, Researcher, Grant Coordinator, Grant Writer, Executive Director, and President/CEO. Some are also outside consultants for the grants process.



Executive Summary and Implications

- Grants.gov is experiencing an upward trend in satisfaction with the site among the Grant Community. Overall satisfaction is improving and users' expectations are increasingly being met or exceeded.
 - In addition, 68% of Grant Community members feel Grants.gov makes the grants process better.
 - Over two-thirds of Grant Community members prefer using Grants.gov to their original grant submission process.
 - The prevalence of these positive attitudes has increased steadily over time.
- Satisfaction with site functionality, particularly the usefulness of the content, has improved over time, as well as attitudes toward the grant functionality.
 - Satisfaction with account set-up and access remains steady, with only half or fewer Grant Community members highly satisfied with any aspect of the set-up process.
- While satisfaction in many areas has increased steadily since the launch of Grants.gov, the Grant Community believes there is room for Grants.gov to continue to improve. Key improvement areas include the following:
 - Making it easier to apply for grants
 - Improving the grant submission process
 - Making it simpler to search the site

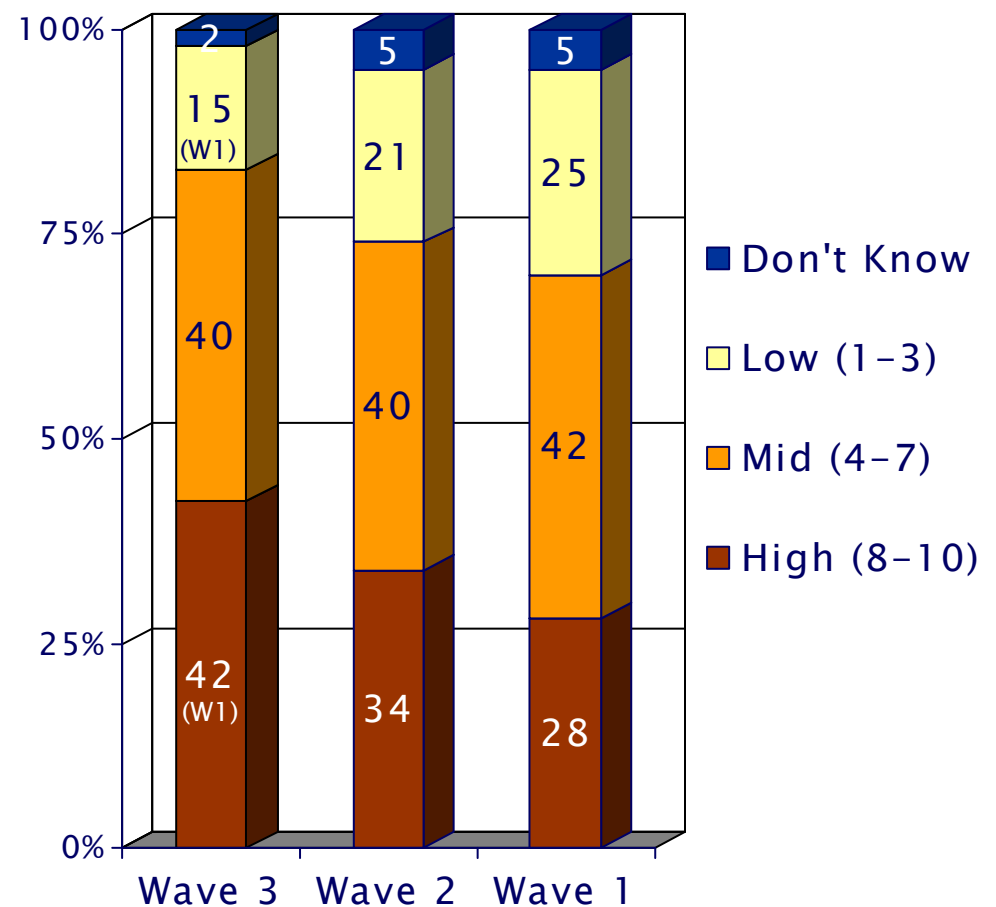
Executive Summary and Implications

- Use of customer support methods decreased in Wave 3, particularly use of FAQs, the user guide, email support, and phone support.
 - Grant Community members' questions or problems focused on finding grant opportunities and applying for them.
- Satisfaction with customer support is up, with 64% of Grant Community members at least moderately satisfied.
 - However, there is still room to improve, as less than half feel their most recent problem or question was fully resolved.
- The customer support staff does well in treating users professionally, but needs improvement in providing responsive and high quality service, as well as in the accuracy of answers.

Overall Satisfaction

Overall Satisfaction with Grants.gov

- There is a steady upward trend in overall satisfaction with Grants.gov among Grant Community members.
- About four-in-ten are highly satisfied, and a similar number are moderately satisfied with Grants.gov.



Reasons for Satisfaction Ratings

- As in previous waves, Grant Community members are satisfied with the site because they believe it is easy to use, has strong customer service, and contains the right forms.
- Those who are less satisfied with the site find it disorganized, difficult to use and not comprehensive of all grant opportunities. Others have found customer service not responsive to their needs.

Reasons for Satisfaction:

- Very user-friendly
- Good Customer Service (polite, quick, knowledgeable)
- Well-formatted and easy to follow
- Improvements continue to make the site more accessible
- Everything you need is contained in the website, such as all necessary forms
- Making applications available online makes it easier and faster
- Clear and precise directions
- Includes many opportunities for lots of different groups
- Email options make it easier to find out about available grants as soon as they are announced

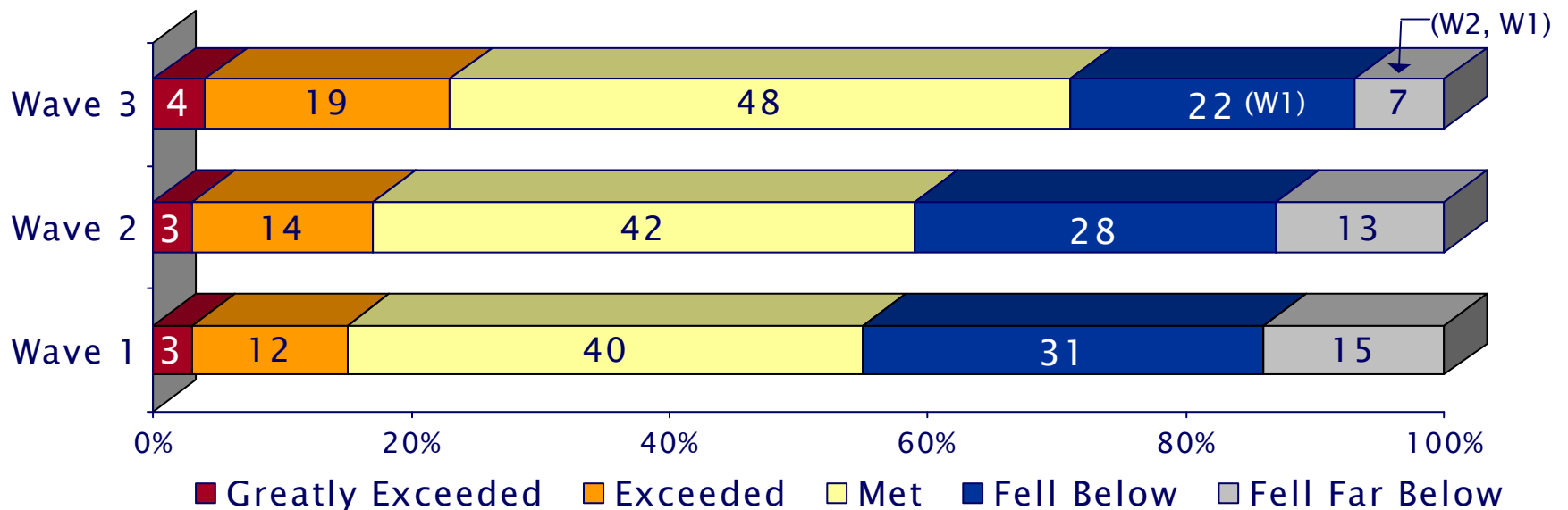
Reasons for Dissatisfaction:

- Registration process is difficult
- Website is inefficient due to its disorganization
- Application process is difficult
- No grant opportunities for individuals or certain groups
- Customer Service is impolite and slow
- No way to know if something is entered incorrectly until the submission fails without explanation
- Instructions are not clear and seem to go in circles
- Links often do not work
- Searching for grants is difficult and time consuming
- Problems with Macs downloading needed software

Living Up to Expectations

- Grants.gov continues to meet or exceed most Grant Community members' expectations for the system, and this has steadily increased over time.
 - Users' feel the system meets or exceeds their expectations because they are able to access grant opportunities from many different agencies on one system, some have found much more information than they expected on the site, and others find it more user friendly than other e-Gov sites they have used.
- Less than three-in-ten believe that Grants.gov fell below their expectations.
 - Users who believe that Grants.gov is not meeting their expectations cite problems with the grant submission/application process, unclear instructions for submission, lack of results from the work they have put into trying to use the site, as well as a cumbersome registration process.

Extent to which Grants.gov Met Expectations

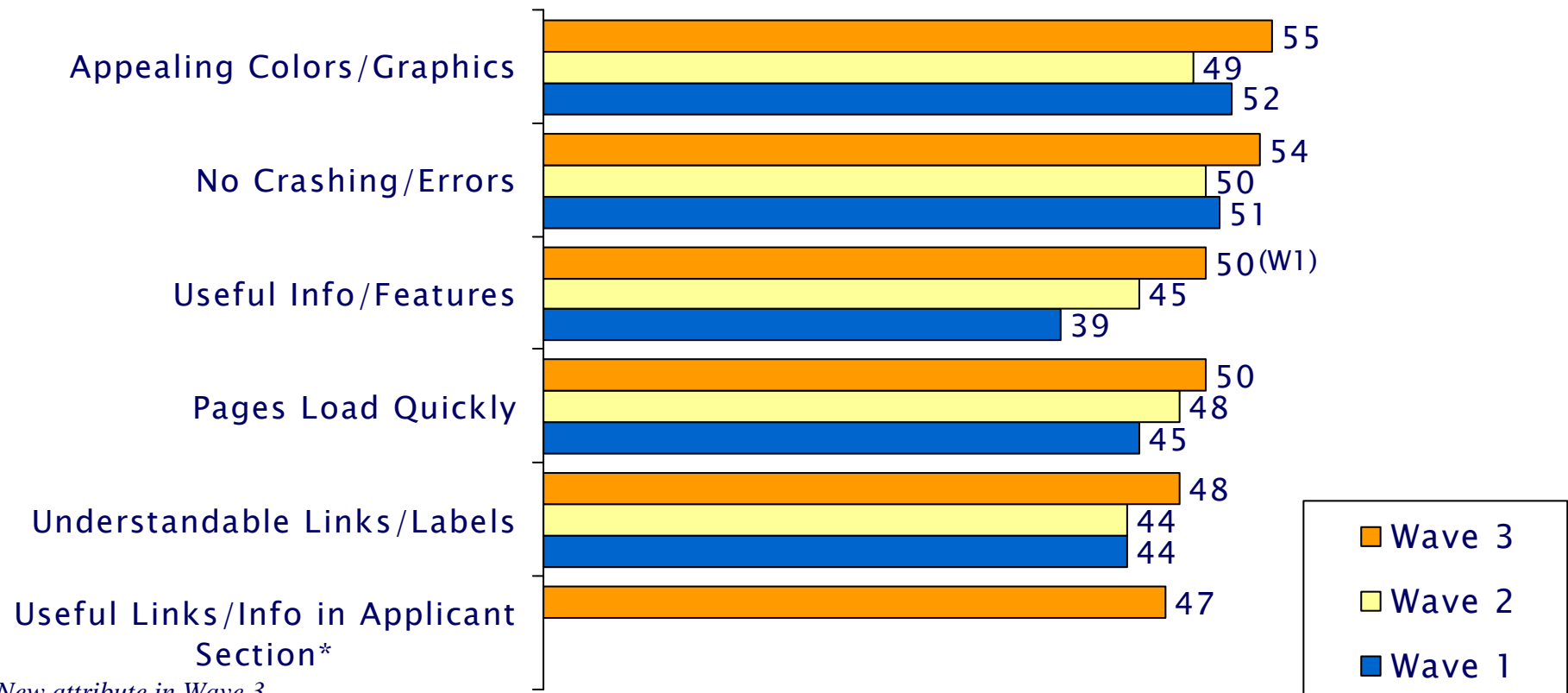


Strengths and Challenges: Site Functionality

- About half of Grant Community members are highly satisfied with core site functionality, including the look and feel, site reliability, and content.
- Grant Community members are more satisfied with the usefulness of the information and features on Grants.gov in Wave 3 than in the past. Other areas of site functionality appear to be improving over time, although there are no significant differences in satisfaction between waves.

Strengths and Challenges: Site Functionality

– % 8–10 on 10-pt Agreement Scale –

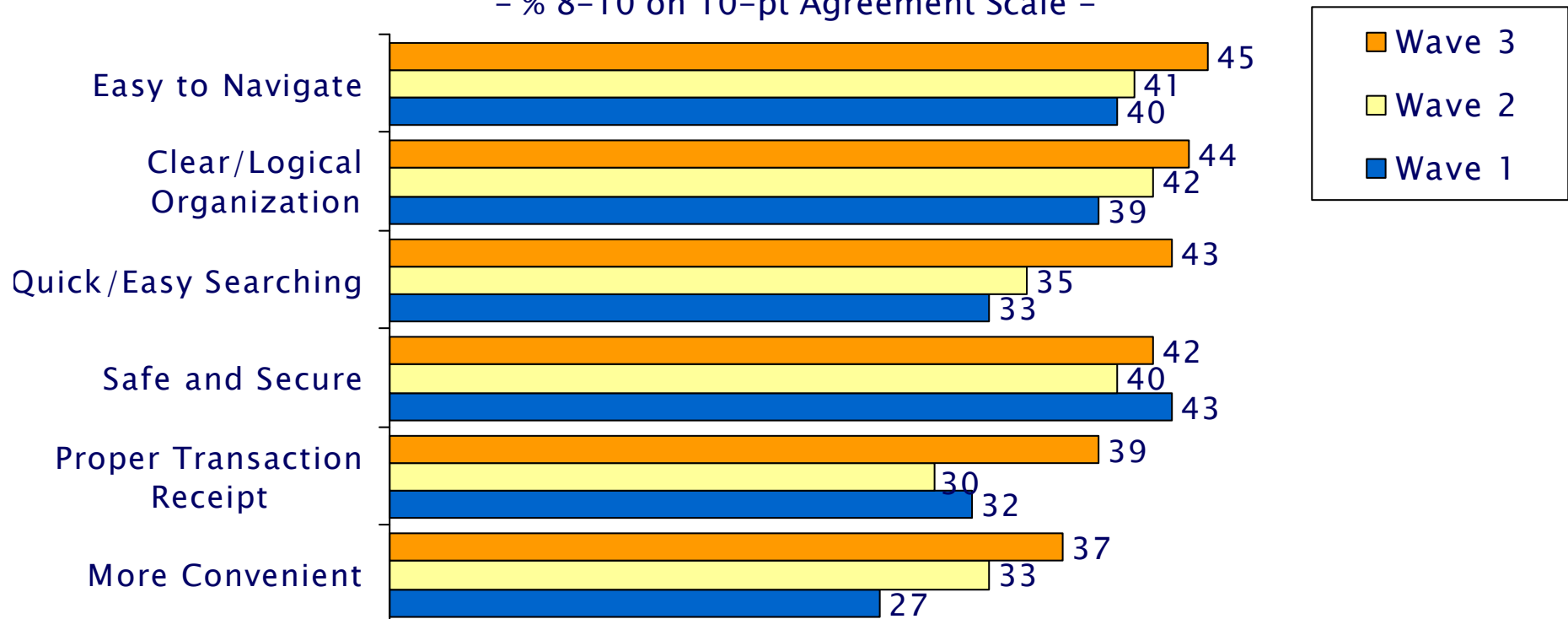


Strengths and Challenges: Site Functionality (continued)

- About four-in-ten Grant Community members believe the site is easy to navigate, clearly organized, easy to search, and secure.
- Slightly fewer feel they received a proper transaction receipt and find the site more convenient than other methods.
- All of these aspects of site functionality appear to be improving over time, even though there are no significant changes between waves.

Strengths and Challenges: Site Functionality (cont.)

– % 8–10 on 10-pt Agreement Scale –

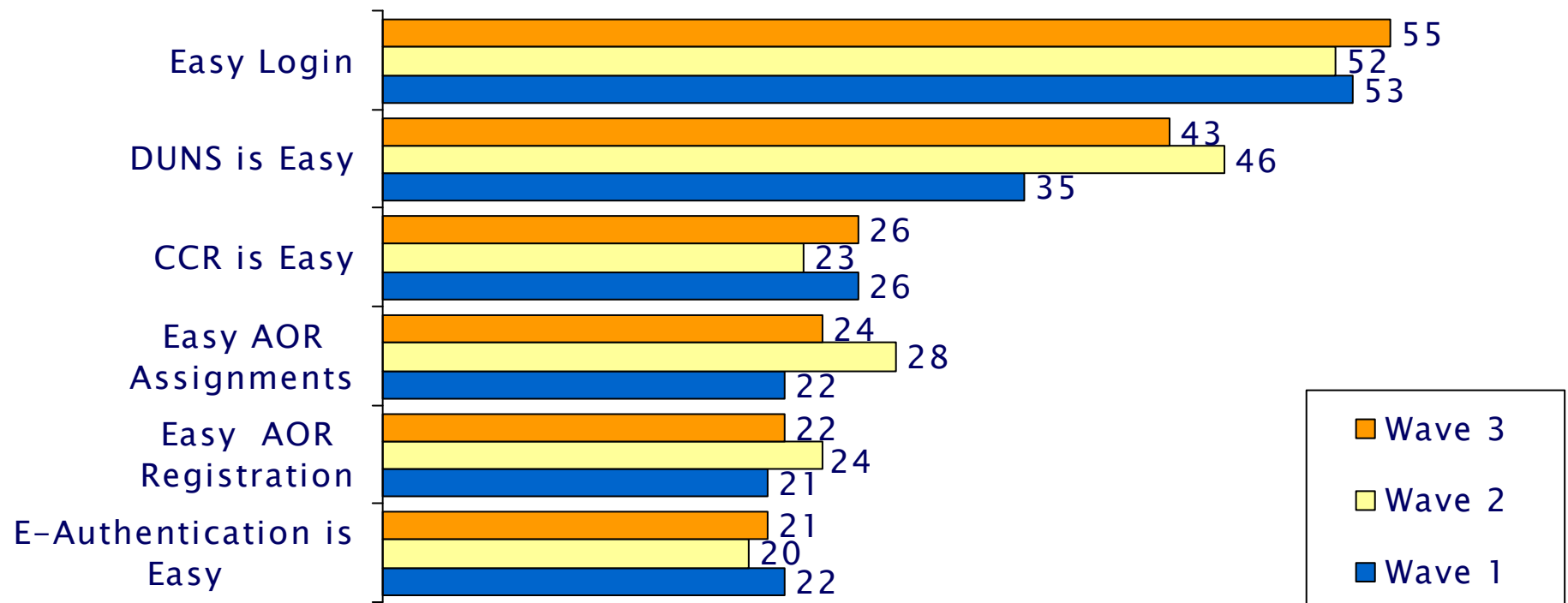


Strengths and Challenges: Account Set-up and Access

- Ease of account set-up and access for the Grant Community has not changed much over time.
- Half of Grant Community members are highly satisfied with the login process, while four-in-ten feel the same about acquiring a DUNS number.
- Only a quarter or fewer are happy with the other account set-up processes including registering with the CCR, assigning AORs, registering as an AOR, and signing-up with e-authentication (credential provider).

Strengths and Challenges: Account Set-up and Access

– % 8–10 on 10-pt Agreement Scale –

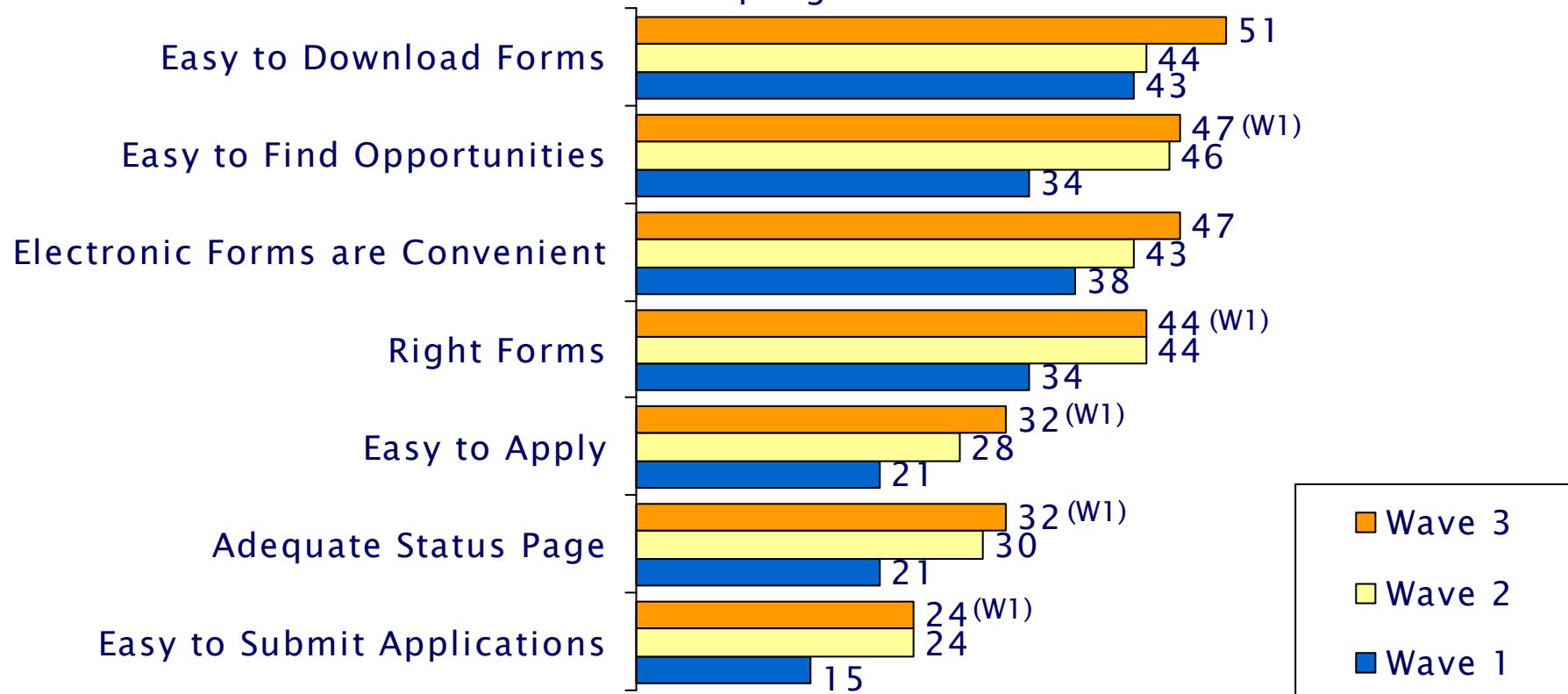


Strengths and Challenges: Grant Functionality

- Grant functionality has improved for the Grant Community in several key areas since Wave 1:
 - Ease of finding grant opportunities on Grants.gov
 - Having the right forms available on Grants.gov
 - Ease of applying for grant opportunities
 - Providing a status page that contains all the information applicants need
 - Ease of submitting applications
- Satisfaction with downloading and filling out the application forms remains steady.

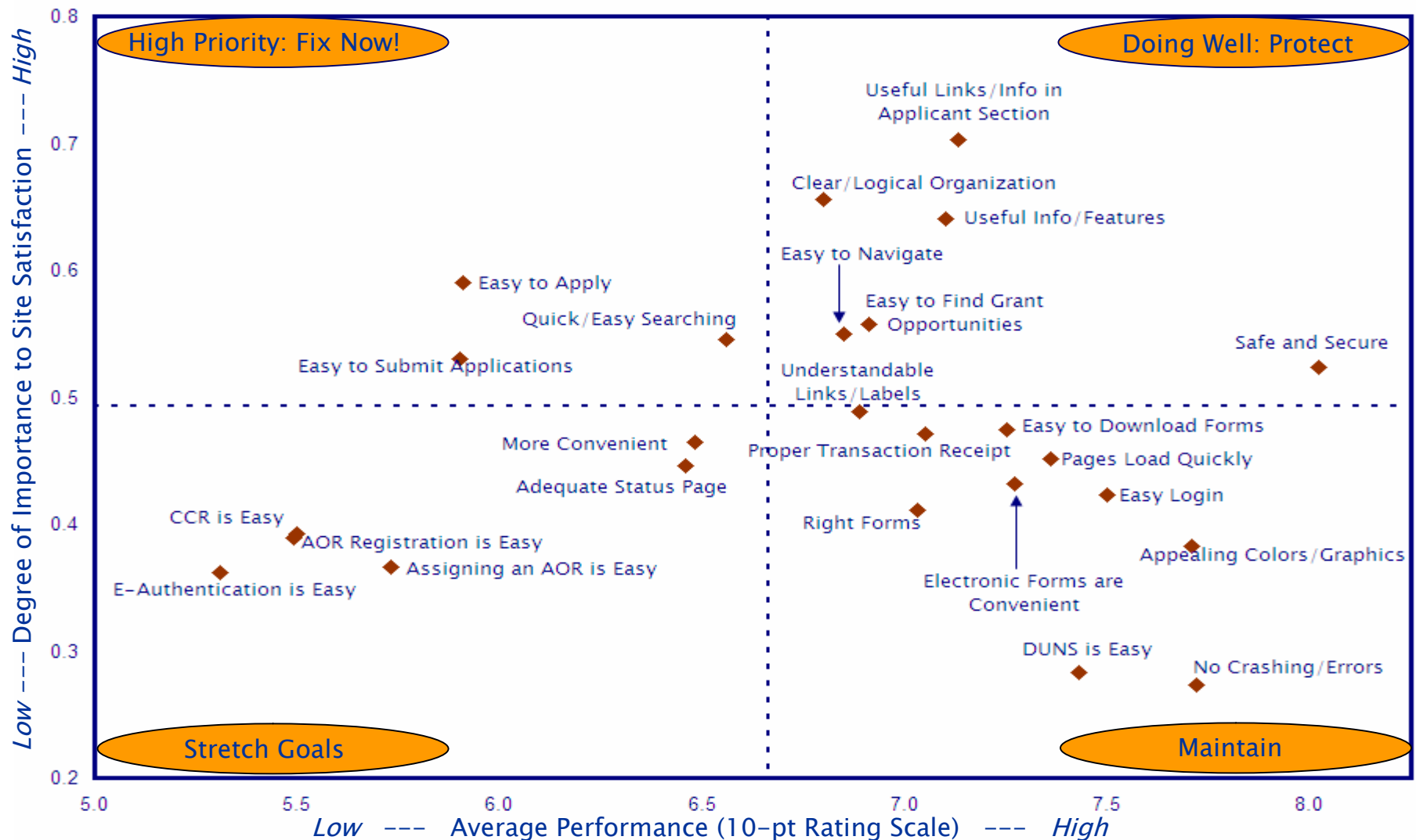
Strengths and Challenges: Grant Functionality

– % 8–10 on 10-pt Agreement Scale –



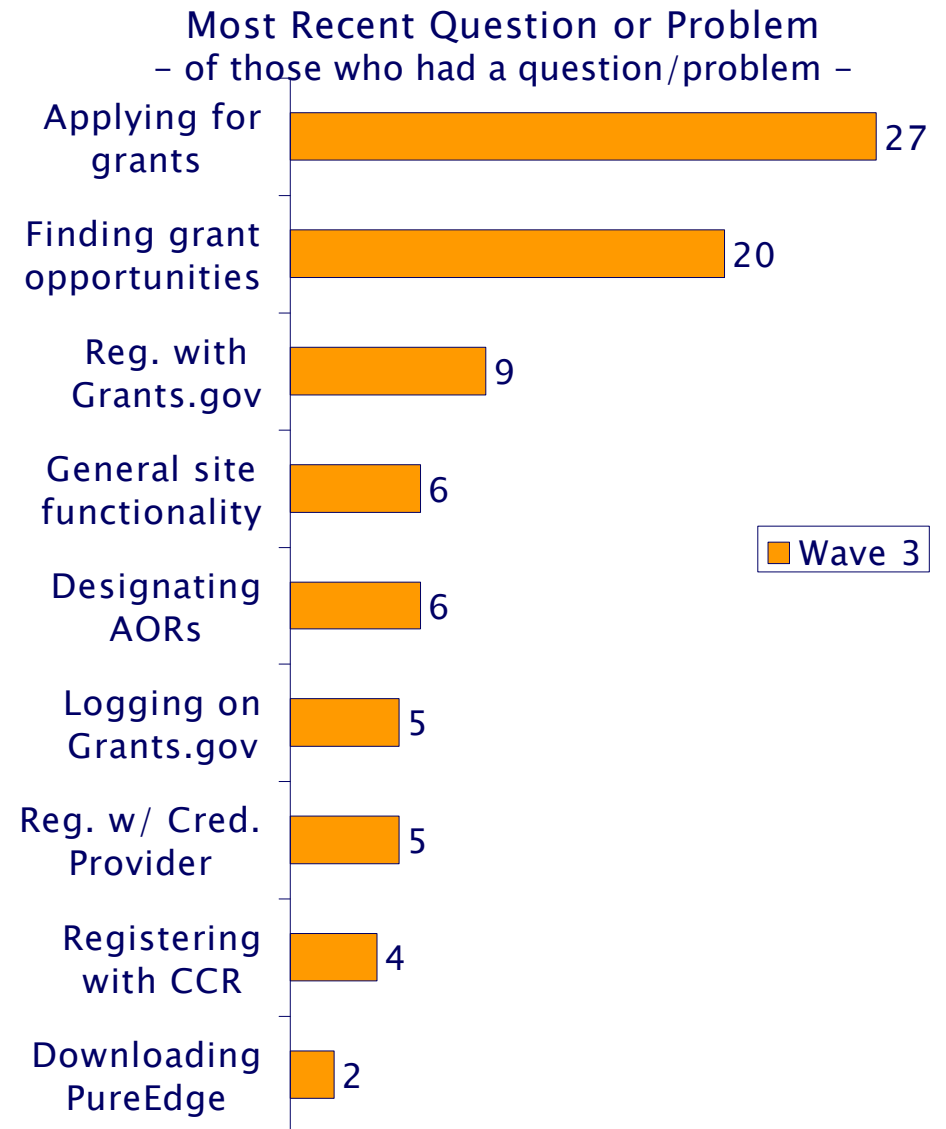
Grant Community Perceptions of Performance

- The graph below considers the individual areas of performance relative to overall satisfaction and helps to prioritize areas that need more attention.
- Areas to continue to improve (see upper left corner) include making it easier to apply, submit applications, and conduct searches on the site.



Customer Support Needs

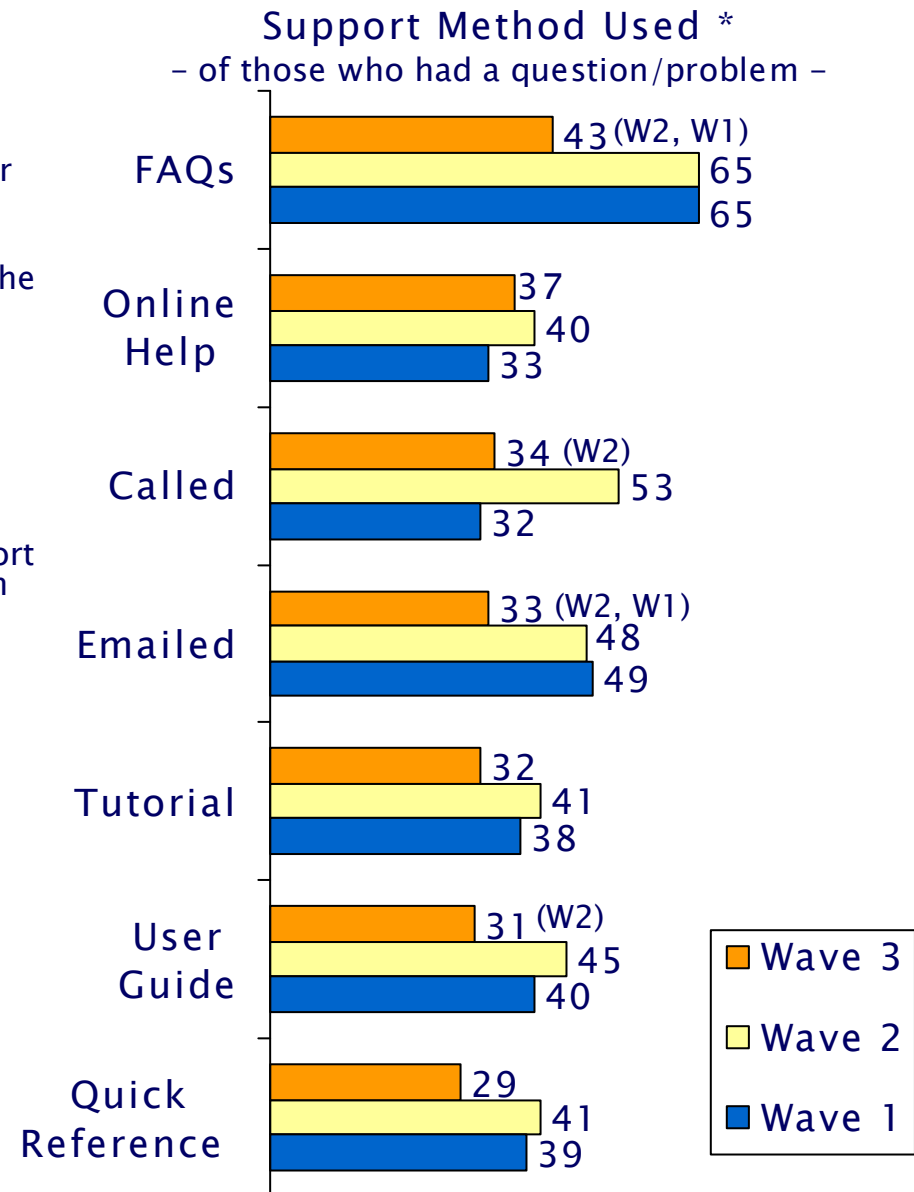
- In Wave 3, 44% of Grant Community members had questions or problems while using Grants.gov.
- Their most recent question or problem tended to be about applying for grants or finding grant opportunities.



Note: Question was changed to a close-ended question in Wave 3 from an open-ended question in previous waves.

Customer Support Usage

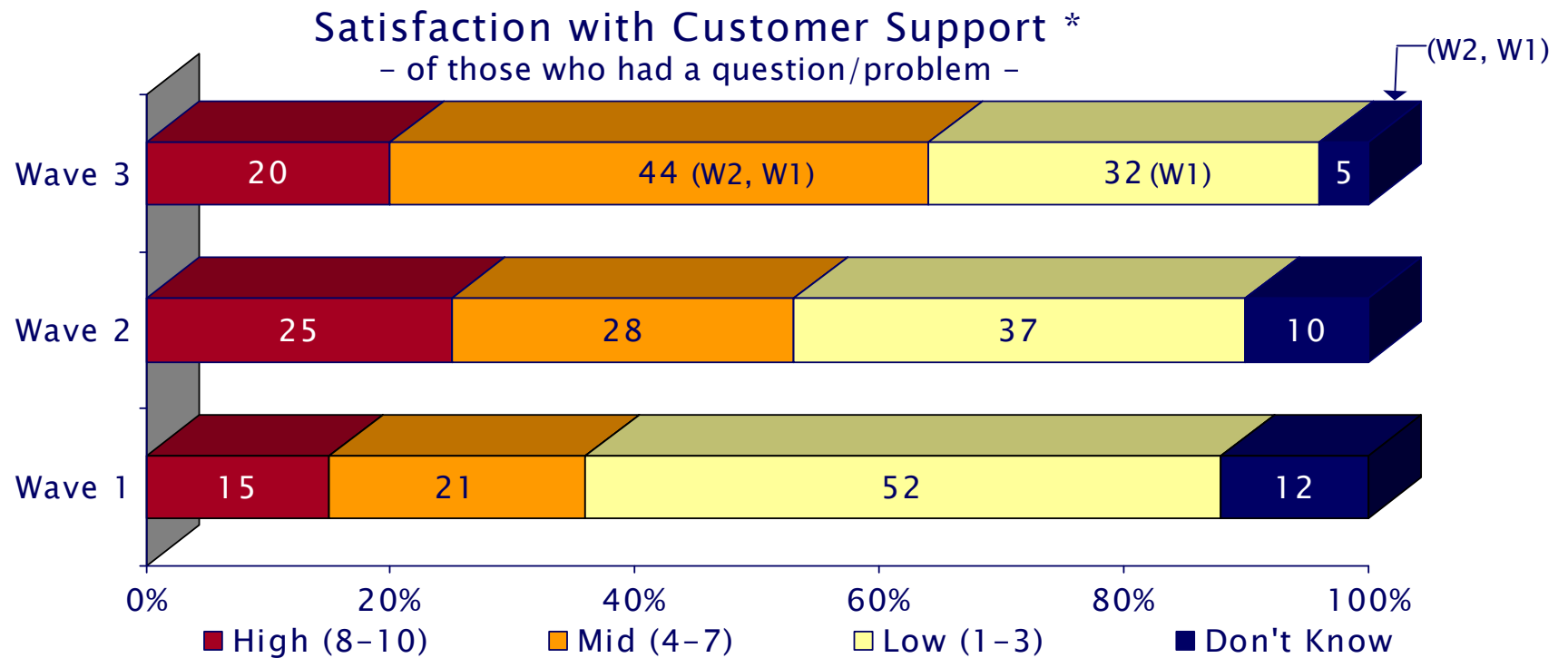
- Grant Community members who had a question or problem while using Grants.gov used most customer support methods less in Wave 3 than in the past.
 - These include self-service options (FAQs and the user guide), as well as calling and emailing customer support staff.
- Use of online help, the tutorial, and quick reference decreased too, but not significantly.
- Grant Community members who use the site once a month or less are more likely to call customer support to get resolution to their questions or problems with Grants.gov compared to more frequent users.



* This question changed in Wave 3 to include only customer support methods used for their most recent question/problem.

Satisfaction with Customer Support

- Satisfaction with customer support continues to increase and is up slightly from Wave 2, with 64% of Grant Community members at least moderately satisfied in Wave 3 compared to 53% in Wave 2.
- However, less than half (46%) feel their question or problem was fully resolved.
 - Of those whose question/problem was not fully resolved, 36% had questions/problems when applying for grants (in comparison to only 15% of those whose question/problem was fully resolved).



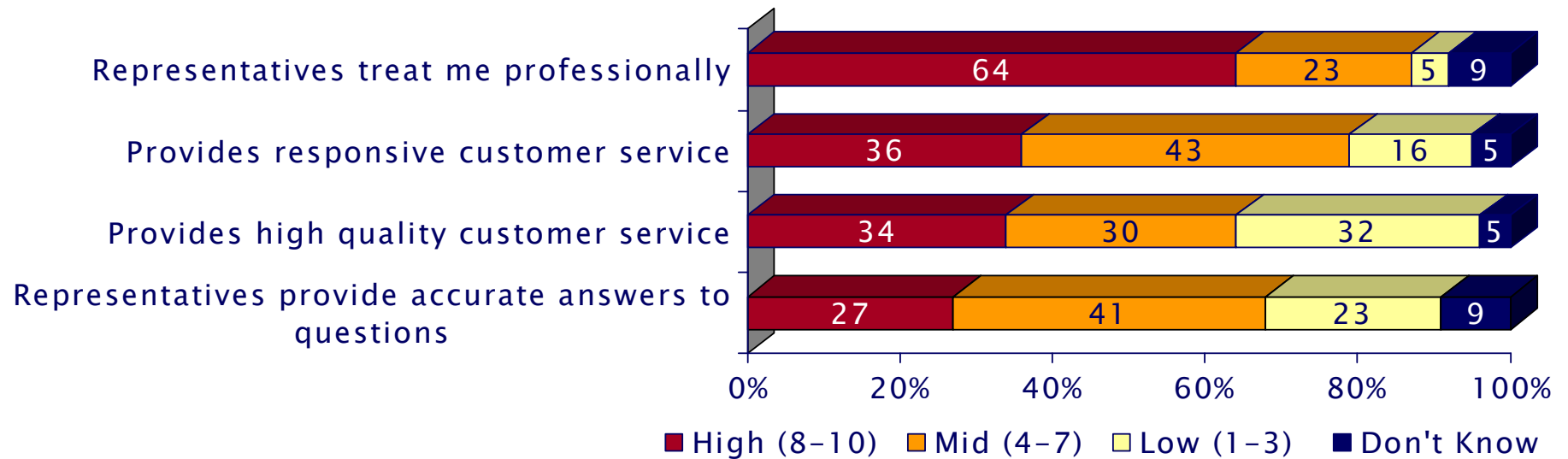
* This question changed in Wave 3 to satisfaction with their most recent question/problem.

Satisfaction with the Contact Center

- Most Grant Community members are highly satisfied with the professionalism of the customer support staff at Grants.gov.
- Slightly more than a third are highly satisfied with the responsiveness and quality of the service they receive, and only a quarter feel they get accurate answers to their questions.
- Six-in-ten (59%) Grant Community members who emailed or called customer support (contact center) feel that their question or problem was fully resolved.

Satisfaction with the Contact Center *

– of those who had a question/problem & used email/telephone support –

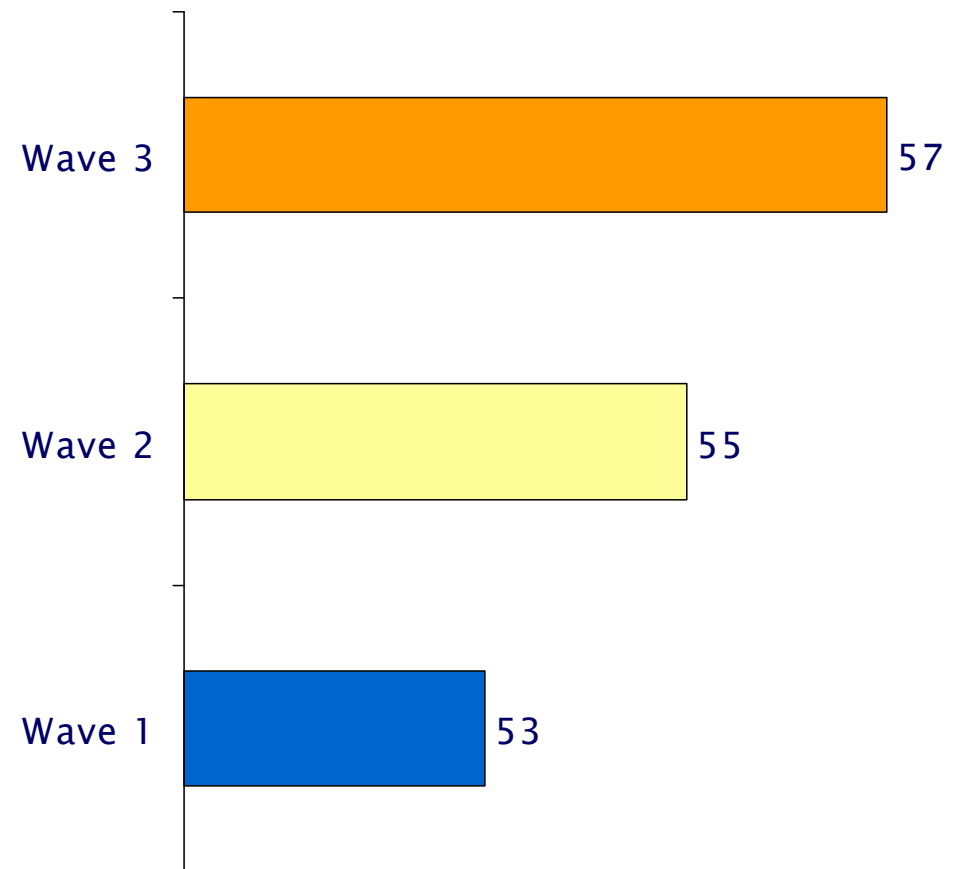


* New question in Wave 3

Training and Support on Grants.gov

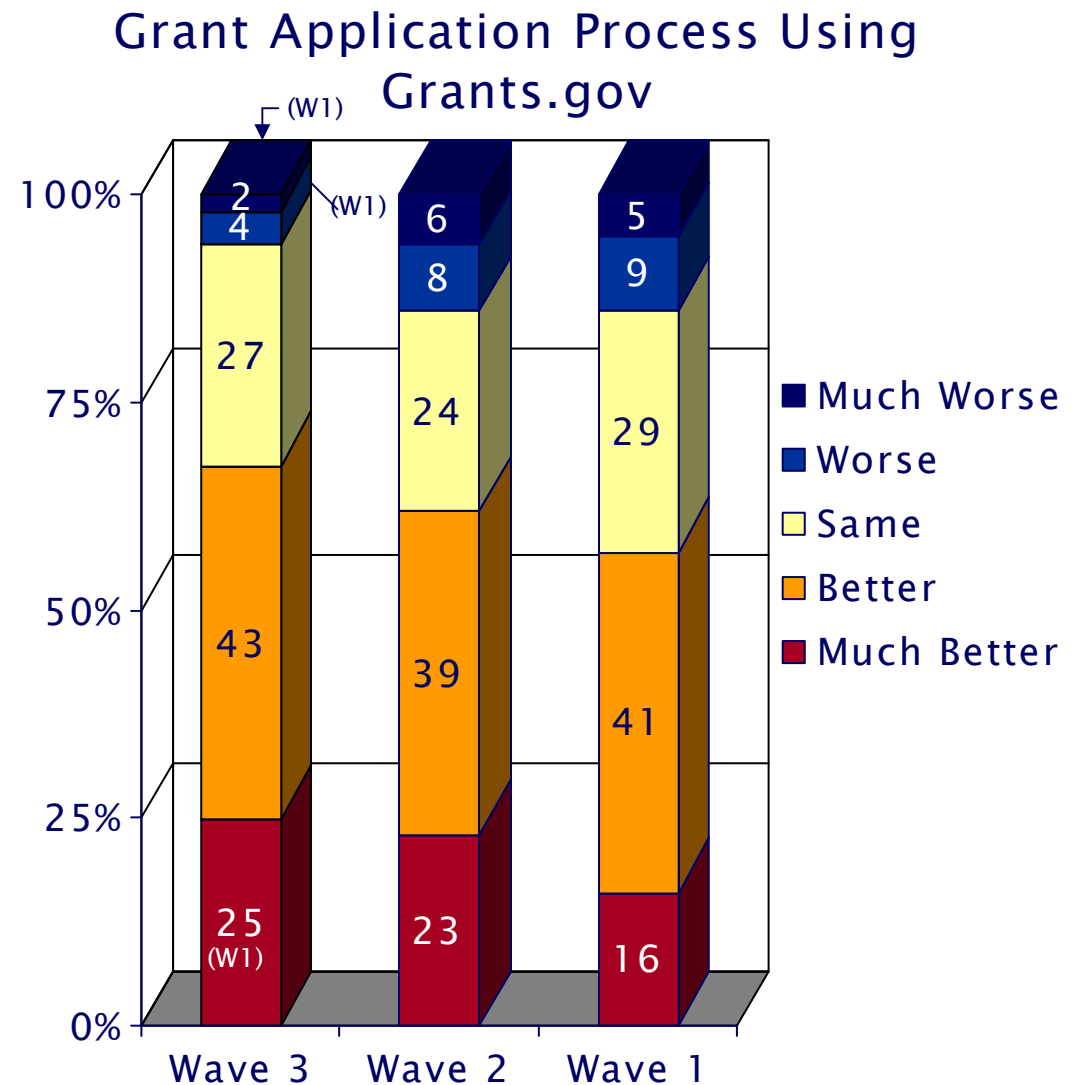
- More than half of the Grant Community believe they received enough training and support to use Grants.gov, and this has not changed much from previous waves.

Grants.gov Training and Support



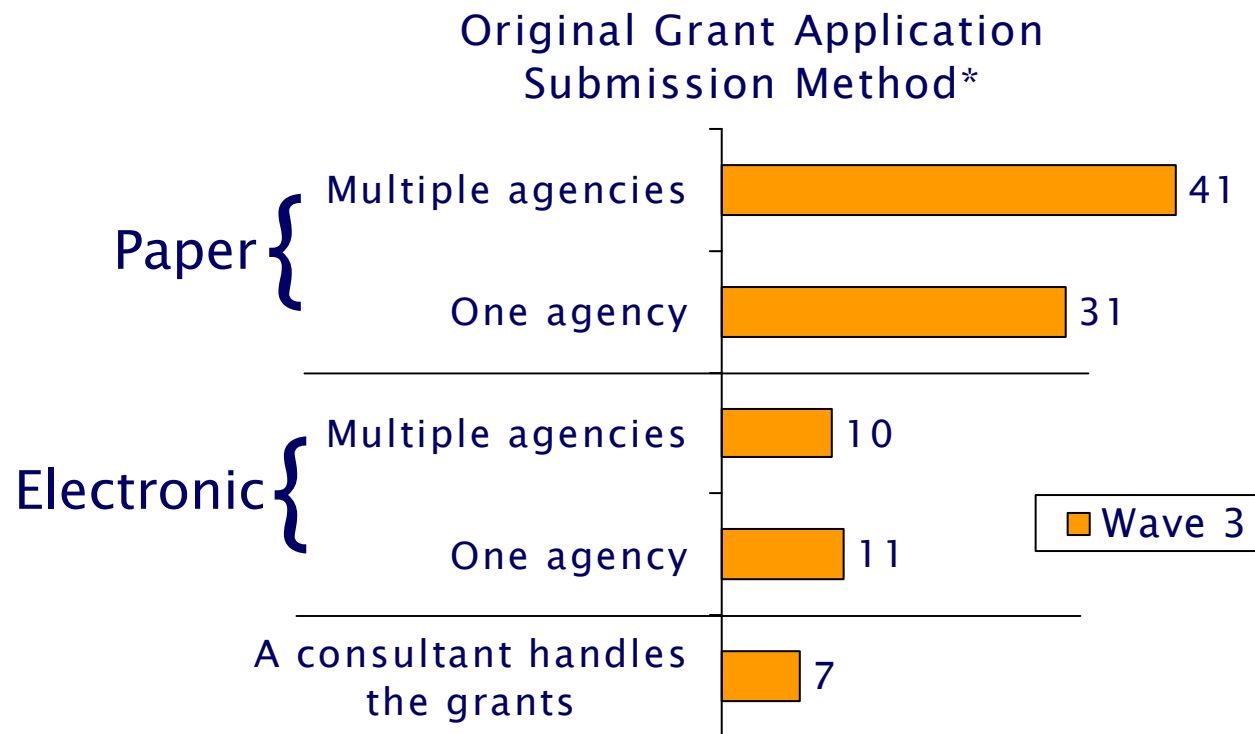
Effect of Grants.gov on the Grants Process

- A full 68% of Grant Community members believe Grants.gov makes the grant application process better, and this has steadily increased over time.



Original Grant Submission Process

- Most Grant Community members used a paper based process to submit most of their grant applications prior to using Grants.gov; four-in-ten submitted through multiple grant making agencies, and three-in-ten submitted through one primary agency.
- Only two-in-ten submitted grant applications electronically prior to using Grants.gov.



* New question in Wave 3

Preference for Future Usage

- Over two-thirds of Grant Community members prefer using Grants.gov to their original grant submission process, which has increased over time.
- Of those Grant Community members who primarily used an electronic process prior to Grants.gov, 66% would still prefer to use Grants.gov.

Preference Between Grants.gov and Original Process

